

Schedule 8

Repair Response Times

Repair order priorities for occupied properties

(a) Category 1 – Emergency (within 24 hours)

Only to be used in the following circumstances:

- The defect presents an immediate danger to the occupant or members of the general public e.g. loose or falling brickwork, tiles etc., gas leaks, electrical fault likely to cause shock or fire.
- Further damage will be caused to the property if the repair is delayed and/or presents a health hazard e.g. burst pipes, severe roof damage, drainage problems causing waste water to back up or flood entrance paths.
- There is a high security risk (voids as well as occupied properties) e.g. break-in through entrance door or other easily accessible entry point.
- “Make safe” repairs to the homes of victims of harassment or domestic violence.

The aim of emergency repairs is to make safe, which may mean that only a temporary repair is carried out, with the permanent repair being placed in another category.

When requesting emergency repairs, the Agent must advise the Customer Service Helpdesk staff of the status of the scheme, the vulnerability of the residents where applicable, and the urgency of the repair.

(b) Category 2 – Urgent (within 5 working days)

For repairs not covered by the above, but requiring priority attention:

- Faults causing considerable inconvenience or risk to the occupants e.g. blown fuse to an electrical circuit, loose or damaged stair tread or hand rail, defective multi-point or central heating boiler, loss of staircase lighting, blockages to sink/bath/basin, non flushing WC.
- Minor structural faults likely to create further damage in the short term, e.g. missing or slipped slates, dripping pipe or waste.
- Low security risk or defective means of escape e.g. front entrance or fire door needing easing and adjusting.

(c) Category 3 – Essential (within 20 working days)

For all other essential routine repairs not in priority 1 or 2.

(d) Category 4 - Miscellaneous repairs (within 2 months or 40 working days)

- Example: damp proofing works, dry rot or woodwork remedial works, roof renewals.